



## Administrative Assistant

Department/Division:	Various
Reports To:	Department Director
Provides Direction To:	Senior Office Assistant or assigned office support staff
Date Updated:	October 16, 2023

### GENERAL PURPOSE

Under general supervision, perform a wide range of administrative, clerical, customer service, office support and accounting tasks in support of an assigned department and/or division; provide assistance to department director; and perform related duties as required.

### DISTINGUISHING CHARACTERISTICS

The Administrative Assistant is the third level of the administrative support series following the Office Assistant and Departmental Assistant classifications. Positions in this class require a broader understanding of department administrative practices, City codes, and work standards and use a greater range of specialized software applications. The Administrative Assistant is differentiated from the Administrative Aide who has a broader variety of daily program responsibilities and the administration of databases, applications, permits, grants, and other services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Prepares monthly agendas, minutes and related correspondence in support of staff and specific committees.
2. Composes letters, memos and correspondence in response to departmental needs or communications; creates forms and uses methods of organizing and maintaining records in department databases.
3. Organizes preparation of agendas, and prepares lists, memorandums, public notices, staff reports, correspondence, purchase orders and related information from rough drafts, copy, notes and transcribed machine recordings.

4. Plans, organizes and coordinates special events within the department; prepares promotional materials for marketing purposes.
5. Sets up, purges and maintains departmental record keeping systems.
6. Screens visitors and callers and assists the public and other departments by explaining department procedures and resolving basic complaints or problems.
7. Reports service needs to contractors and informs departmental or City staff of service needs; coordinates the dissemination of requests for work proposals.
8. Sorts and distributes incoming department mail and prepares outgoing mail.
9. Assigns tasks, explains procedures, and checks the work of office support staff within the department.
10. Produces and assembles copies of materials including public records requests.
11. Manages office activities including preparation and management of grants, budget assistance and other Department tasks.
12. Orders and maintains department office supplies.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

Departmental administrative policies and City practices; business writing methods; modern office procedures and data entry techniques; basic accounting procedures and customer service techniques; correct English usage, spelling, grammar and punctuation; filing and record keeping procedures; receptionist and telephone etiquette techniques.

### **Ability to:**

Take and transcribe minutes of meetings; compare, reconcile and proofread information within departmental documents; make and check mathematical computations; train, check and coordinate the work of office support staff; communicate clearly and concisely, orally and in writing; establish and maintain effective working relations with other employees, contractors, vendors, officials, and the general public; plan and organize work to meet deadlines; type data at the effective rate of 65 words per minute; utilize word processing, spreadsheet, graphics, desktop publishing, and other office support software within an assigned department; operate standard office equipment, including computer, calculator, copier, fax and scanning equipment.

### **Education/Training/Experience:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

**Education:** Equivalent to high school graduation, preferably supplemented by training or college level coursework in customer service and word processing, spreadsheet and common office support software applications.

**Experience:** Five years of varied administrative, clerical, and customer service experience, preferably in a public environment.

**Special Requirements:** Depending upon position assignment, may be expected to attend evening meetings on City business.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to sit, talk or hear and to occasionally lift and carry records and documents typically weighing less than 20 pounds. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; explain policies and procedures as applied to specific situations; apply independent judgement in solving work problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, other organizations and the public, and occasionally deal with dissatisfied or quarrelsome individuals.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position works under typical office conditions and the noise level is frequently quiet under 80 decibels.